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Dental

DENTAL POLICIES AND PROCEDURES

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This instruction establishes policies and procedures governing the Dental Services. It applies to all personnel authorized dental care at the 375th Medical Group.

SUMMARY OF REVISIONS

This instruction revises SAFBI 47-101; adds unit health monitor's responsibilities.

1. Responsibilities:

1.1. The Dental Squadron Commander is responsible to the Medical Group Commander for the daily operation of the Dental Services. The commander is responsible for managing dental programs and resources, prioritizing access to care ensuring optimal dental health and maximum readiness capability of the active force, conducting an effective Dental Residency Training Program, and providing proper documentation of dental activities.

1.2. Organizational commanders will

1.2.1. ensure their personnel know that all dental appointments are directive in nature and attendance is mandatory,

1.2.2. designate a Unit Health Monitor, who will

1.2.2.1. coordinate the scheduling of personnel for periodic dental examinations,

1.2.2.2. inform squadron members when to report for their examination through the use of computer-generated notification letters or other internal communication methods,

1.2.2.3. advise the Dental Clinic of last-minute contingencies that prevent the scheduled patient's attendance, and

1.2.2.4. take necessary actions to reduce the incidence of broken appointments in their units.

2. Priorities of Care/Availability:

2.1. Priorities of care are established IAW *AFI 47-101, Managing Air Force Dental Services*, and are listed below:

2.1.1. All active duty personnel in Dental Class 3 and 4. (**NOTE:** Dental Class 3 is defined as oral conditions existing that are likely to result in a dental emergency within the next 12 months if not treated. Dental Class 4 is defined as patients requiring a periodic dental exam or patients whose dental readiness conditions are unknown.)

2.1.2. Active duty personnel on flying status, special operations duty (air traffic controllers, space operations personnel), mobility, and personnel selected for remote or isolated duty.

2.1.3. All other active duty personnel.

2.1.4. Members of the Reserve armed forces are entitled to dental treatment while serving in active duty status. Treatment will be limited to the period specified by the individual's active duty orders. Based on availability, dental appointments can be scheduled only after entering active duty status.

2.1.5. All other eligible beneficiaries according to *AFI 41-115, Authorized Health Care and Health Care Benefits in the Military Health Services System (MHSS)*. Nonactive duty beneficiaries are treated on a space-available basis.

2.2. Availability of dental care is based upon mission requirements, existing resources, and manning constraints.

2.3. Nonactive duty, eligible beneficiaries are authorized routine care on a standby, space- available basis. Typically, routine care means care that can be accomplished at a single appointment. This method is a system where eligible persons may sign in at the appointment desk and remain in the waiting area to take advantage of broken or cancelled appointment fill-in opportunities. Such openings will be filled on a first-come, first-served basis. Family members in the Tricare Family Member Dental Plan (TFMDP) are authorized care that is not covered by the plan on a standby space-available basis.

3. Routine Appointments:

3.1. The Dental Clinic is located in Building 1535. Normal hours of operation are 0730-1130 and 1230-1630, Monday through Friday, except on holidays.

3.2. A dental examination is required, prior to scheduling routine care, to determine the type of treatment. Appointments may be made in person or by telephone at Ext. 256-1846.

3.3. Units will schedule individuals for their periodic dental examination as part of the Air Force Dental Readiness Assurance Program.

4. Dental Emergencies:

4.1. All eligible beneficiaries (including those enrolled in TFMDP) are authorized treatment for acute dental problems.

4.2. Acute dental care is offered on a walk-in basis for active duty at 0730 and again at 1230, Monday through Friday, except on holidays. Emergency care for nonactive duty is offered at 0730, Monday through Friday, except on holidays.

4.3. During duty hours, emergencies are most effectively managed during the hours listed in (paragraph 4.2.). However, severe episodes will be addressed at anytime by the first available provider.

4.4. After duty hours or on holidays, patients with emergency conditions such as uncontrollable pain, swelling, bleeding, or trauma should report to the 375th Medical Group Emergency Room or call Ext. 256-7595.

5. Broken or Cancelled Appointments, and Late Arrivals:

5.1. Personnel unable to make scheduled appointments are requested to contact the Dental Clinic at least 24-hours in advance, so that another patient may be scheduled. Late cancellations may be considered as a broken appointment.

5.2. Personnel arriving late for a scheduled appointment may not be seen if there is insufficient time to provide required care, or if an emergency or space-available patient has been substituted. Late arrivals that cannot be seen may be charged with a broken appointment.

5.3. Broken appointments will be reported to the individual's unit and disciplinary action may result.

6. Military Personnel Flight (MPF) Support:

6.1. The MPF will forward a roster of all Air Force active duty personnel departing for PCS, retirement or separation. Individuals may pick up dental records 3 duty days prior to departure.

6.2. Dental records of incoming personnel should be delivered to the Dental Clinic as soon as possible.

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